Phone

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Phone calls

Make a call

Making a call on iPhone is as simple as choosing a number in your contacts, or tapping one of your favorites or recent calls.

> *WARNING:* For important information about avoiding distractions that could lead to dangerous situations, see Important safety information on page 183.

Add favorites. With Favorites, you can make a call with a single tap. To add someone to your Favorites list, tap ⊕. You can also add names to Favorites from Contacts. In Contacts, tap Add to Favorites at the bottom of a card, then tap the number to add.

Delete a name or rearrange your Favorites list. Tap Edit.

Return a recent call. Tap Recents, then tap the call. Tap ⓘ to get more info about the call, or the caller. A red badge indicates the number of missed calls.

You can also reach recent and favorite people you've been in contact with from the multitasking screen—just double-click the Home button.

Dial manually. Tap Keypad, enter the number, then tap Call.

- *Paste a number to the keypad:* Tap the screen above the keyboard, then tap Paste.
- *Enter a soft (2-second) pause:* Touch the "*" key until a comma appears.

- *Enter a hard pause (to pause dialing until you tap the Dial button):* Touch the "#" key until a semicolon appears.
- *Redial the last number:* Tap Keypad, tap Call to display the number, then tap Call again.

Use Siri or Voice Control. Press and hold the Home button, say "call" or "dial," then say the name or number. You can add "at home," "work," or "mobile." See Chapter 4, Siri, on page 48 and Voice Control on page 33.

You can say things like:

- "Call Emily's mobile"
- "Call the fire department"
- "Redial that last number"

When voice dialing a number, speak each digit separately—for example, "four one five, five five five…." For the 800 area code in the U.S., you can say "eight hundred."

Call over Wi-Fi. (Not available in all areas. iPhone 5c, iPhone 5s, or later.) To route calls over Wi-Fi, go to Settings > Phone, then turn on Wi-Fi Calling. On iPhone 6 and iPhone 6 Plus, if the Wi-Fi connection is lost, calls switch automatically to your carrier's cellular network using VoLTE (Voice over LTE), if available. (VoLTE calls also switch to Wi-Fi when a Wi-Fi connection becomes available.) On earlier models, a call is dropped if you lose the Wi-Fi connection. Contact your carrier for feature availability.

When someone calls

Tap Accept to answer an incoming call. Or if iPhone is locked, drag the slider. You can also press the center button on your headset.

Silence a call. Press the Sleep/Wake button or either volume button. You can still answer the call after silencing it, until it goes to voicemail.

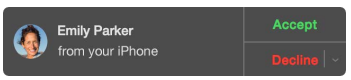
Decline a call and send it directly to voicemail. Do one of the following:

- Press the Sleep/Wake button twice quickly.
- Press and hold the center button on your headset for about two seconds. Two low beeps confirm that the call was declined.
- Tap Decline (if iPhone is awake when the call comes in).

Note: In some areas, declined calls are disconnected without being sent to voicemail.

Respond with a text message instead of answering. Tap Message, then choose a reply or tap Custom. To create your own default replies, go to Settings > Phone > Respond with Text, then tap any of the default messages and replace it with your own text.

Remind yourself to return the call. Tap Remind Me, then indicate when you want to be reminded.



Make and receive calls on your iPad, iPod touch, or Mac

Continuity (iOS 8 or later) lets you make and receive calls on your iPad or iPod touch, or on your Mac (with OS X Yosemite). Calls are relayed through your iPhone, which must be turned on and connected to a cellular network. Cellular charges may apply. See About Continuity features on page 26.

Your other iOS device or Mac must be connected to the same Wi-Fi network and signed in to FaceTime and iCloud using the same Apple ID as your iPhone.

Enable or disable iPhone Cellular Calls through iPhone. On your iPhone, go to Settings > FaceTime, then turn iPhone Cellular Calls on or off.

Note: If available on your iPhone, Allow Wi-Fi Calls must be off. Go to Settings > Phone > Wi-Fi Calls.

- *Turn iPhone Cellular Calls on or off for another iOS device:* On the device, go to Settings > FaceTime.
- *Turn iPhone Cellular Calls on or off for your Mac:* On your Mac, open FaceTime, then choose FaceTime > Preferences > Settings.

Receive a call on your iPad, iPod touch, or Mac. Swipe or click the notification to answer, ignore, or respond with a quick message.

Make a call from your iPad, iPod touch, or Mac. Tap or click a phone number in Contacts, Calendar, FaceTime, Messages, Spotlight, or Safari. You can also tap a phone number from a recent contact in the multitasking screen on an iOS device.

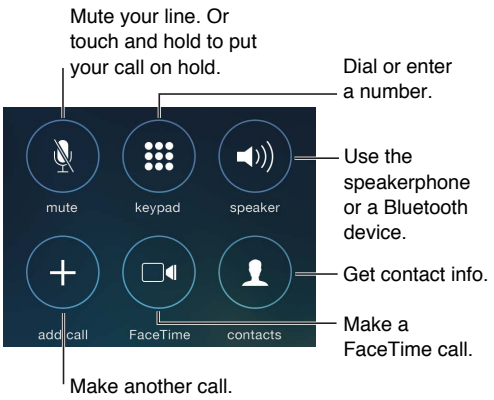
Keep it quiet

Want to go offline for a while? Swipe up from the bottom edge of the screen to open Control Center, then turn on Do Not Disturb or Airplane Mode. See Do Not Disturb on page 37 and Travel with iPhone on page 47.

Block unwanted callers. On a contact card, tap Block this Caller (you can see a caller's contact card from Favorites or Recents by tapping ⓘ). You can also block callers in Settings > Phone > Blocked. You will not receive voice calls, FaceTime calls, or text messages from blocked callers. For more information about blocking calls, see support.apple.com/kb/HT5845.

While on a call

When you're on a call, the screen shows several call options.



End a call. Tap or press the Sleep/Wake button.

Use another app while on a call. Press the Home button, then open the app. To return to the call, tap the green bar at the top of the screen.

Respond to a second call. You can:

- *Ignore the call and send it to voicemail:* Tap Ignore.
- *Put the first call on hold and answer the new one:* Tap Hold + Accept.
- *End the first call and answer the new one:* When using a GSM network, tap End + Accept. With a CDMA network, tap End and when the second call rings back, tap Accept, or drag the slider if iPhone is locked.

With a call on hold, tap Swap to switch between calls or tap Merge Calls to talk with both parties at once. See Conference calls, below.

Note: With CDMA, you can't switch between calls if the second call was outgoing, but you can merge the calls. You can't merge calls if the second call was incoming. If you end the second call or the merged call, both calls are terminated.

Conference calls

With GSM, you can set up a conference call with up to five people (depending on your carrier).

Note: Conference calls may not be available if your call is using VoLTE (Voice over LTE).

Create a conference call. While on a call, tap Add Call, make another call, then tap Merge Calls. Repeat to add more people to the conference.

- *Drop one person:* Tap ⓘ next to a person, then tap End.
- *Talk privately with one person:* Tap ⓘ, then tap Private next to the person. Tap Merge Calls to resume the conference.
- *Add an incoming caller:* Tap Hold Call + Answer, then tap Merge Calls.

Emergency calls

Make an emergency call when iPhone is locked. On the Enter Passcode screen, tap Emergency Call (to dial 911 in the U.S., for example).

Important: You can use iPhone to make an emergency call in many locations, provided that cellular service is available, but you should not rely on it for emergencies. Some cellular networks may not accept an emergency call from iPhone if iPhone is not activated, if iPhone is not compatible with or configured to operate on a particular cellular network, or (when applicable) if iPhone does not have a SIM card or if the SIM card is PIN-locked.

In the U.S., location information (if available) is provided to emergency service providers when you dial 911. Please review your carrier's emergency calling information to understand the limits of emergency calling over Wi-Fi.

With CDMA, when an emergency call ends, iPhone enters *emergency call mode* for a few minutes to allow a call back from emergency services. During this time, data transmission and text messages are blocked.

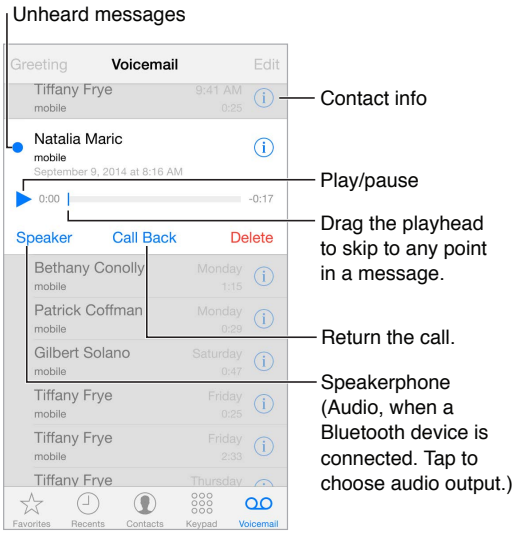
Exit emergency call mode (CDMA). Do one of the following:

- Tap the Back button.
- Press the Sleep/Wake button or the Home button.
- Use the keypad to dial a non-emergency number.

Visual voicemail

Visual voicemail lets you see a list of your messages and choose which one to listen to or delete, without having to wade through all of them. A badge on the Voicemail icon tells you how many unheard messages you have. The first time you tap Voicemail, you're prompted to create a voicemail password and record your voicemail greeting.

Listen to a voicemail message. Tap Voicemail, then tap a message. To listen again, select the message and tap ▶. If visual voicemail isn't available with your service, tap Voicemail and follow the voice prompts.



Messages are saved until you delete them or your carrier erases them.

Use Siri. Say something like:

- "Do I have any new voicemail?"
- "Play the voicemail from Emily"

Delete a message. Swipe or tap the message, then tap Delete.

Note: In some areas, deleted messages may be permanently erased by your carrier. Your voice messages may also be deleted if you change your SIM card.

Manage deleted messages. Tap Deleted Messages (at the end of the messages list), then:

- *Listen to a deleted message:* Tap the message.
- *Undelete a message:* Tap the message and tap Undelete.
- *Delete messages permanently:* Tap Clear All.

Update your greeting. Tap Voicemail, tap Greeting, tap Custom, then tap Record. Or, to use your carrier's generic greeting, tap Default.

Set an alert sound for new voicemail. Go to Settings > Sounds.

Change the password. Go to Settings > Phone > Change Voicemail Password.

Contacts

When viewing a contact's card, a quick tap lets you make a phone call, create an email message, find the contact's location, and more. See Chapter 32, Contacts, on page 147.

Call forwarding, call waiting, and caller ID

Set up call forwarding, call waiting, or caller ID. (GSM) Go to Settings > Phone.

- *Call Forwarding:* The Call Forwarding icon appears in the status bar when call forwarding is on. You must be in range of the cellular network when you set iPhone to forward calls, or calls won't be forwarded.
- *Call Waiting:* If you're on a call and call waiting is turned off, incoming calls go directly to voicemail.
- *Caller ID:* For FaceTime calls, your phone number is displayed even if caller ID is turned off.

For CDMA accounts, contact your carrier for information about enabling and using these features. See support.apple.com/kb/HT4515.

Ringtones and vibrations

iPhone comes with ringtones that sound for incoming calls, Clock alarms, and the Clock timer. You can also purchase ringtones from songs in the iTunes Store. See Chapter 22, iTunes Store, on page 118.

Set the default ringtone. Go to Settings > Sound > Ringtone.

Assign different ringtones for the special people in your life. Go to Contacts, choose a contact, tap edit, then tap Ringtone.

Turn the ringer on or off. Flip the switch on the side of iPhone.

Important: Clock alarms still sound when the Ring/Silent switch is set to silent.

Turn vibrate on or off. Go to Settings > Sounds. See Sounds and silence on page 36.

International calls

For information about making international calls from your home area (including rates and other charges that may apply), contact your carrier.

When traveling abroad, you may be able to use iPhone to make calls, send and receive text messages, get visual voicemail, and use apps that access the Internet, depending on available networks.

Enable international roaming. To turn on Data Roaming and Voice Roaming (CDMA), go to Settings > Cellular. Contact your carrier for information about availability and fees.

Important: Voice, text message, and data roaming charges may apply. To avoid charges while roaming, turn off Data Roaming and Voice Roaming (CDMA).

You may be able to roam on GSM networks, if you have a CDMA account, and your iPhone has a SIM card installed. While roaming on a GSM network, iPhone has access to GSM network features. Charges may apply. Contact your carrier for more information.

Set network options. Go to Settings > Cellular to:

- Turn data roaming on or off
- Turn cellular data on or off
- Turn voice roaming on or off (CDMA)
- Use GSM networks abroad (CDMA)

See Usage information on page 188.

Turn off cellular services. Go to Settings, turn on Airplane Mode, then tap Wi-Fi and turn it on. Incoming phone calls are sent to voicemail. To resume cellular service, turn Airplane Mode off.

Make calls to your contacts and favorites while traveling abroad. (GSM) Go to Settings > Phone, then turn on Dial Assist. Dial Assist automatically adds the prefix or country code for calls to the U.S.

Select a carrier network. Go to Settings > Carrier. This setting appears on GSM networks when you're outside your carrier's network, and other local carrier data networks are available to use for your phone calls, visual voicemail, and cellular network Internet connections. You can make calls only on carriers that have a roaming agreement with your carrier. Additional fees may apply. Roaming charges may be billed to you by the other carrier, through your carrier.

Get voicemail when visual voicemail isn't available. Dial your own number (with CDMA, add # after your number), or touch and hold "1" on the numeric keypad.

Phone settings

Go to Settings > Phone to:

- See the phone number for your iPhone
- Change the default text message replies for incoming calls
- Turn call forwarding, call waiting, and caller ID on or off (GSM)
- Turn TTY on or off
- Change your voicemail password (GSM)
- Require a PIN to unlock your SIM when you turn iPhone on (required by some carriers)

Go to Settings > Sounds to:

- Set ringtones and volume
- Set vibration options
- Set the sound for new voicemail

Once you select a network, iPhone uses only that network. If the network is unavailable, "No service" appears on iPhone.